MITEL NETWORKS

3300 Integrated Communications Platform

3300 CITELlink Gateway for 7000 Series Norstar Phones

M7310 Phone User Guide

MITEL | it's about YOU

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by MITEL NETWORKSJ Corporation. The information is subject to change without notice and should not be construed in any way as a commitment by MITEL NETWORKS or any of its affiliates or subsidiaries. MITEL NETWORKS and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate any such changes.

Nothing in this document may be reproduced in any manner, either wholly or in part for any use whatsoever, without written permission from MITEL NETWORKS Corporation.

IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks system only.

Mitel Networks is a trademark of Mitel Networks Corporation.

CITELlink is a trademark of CITEL Technologies Ltd.

Nortel Networks is a trademark of Nortel Networks Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.

Contents

ABOUT YOUR PHONE 1

Conventions 2
Using Your Norstar Phone with the 3300 CITELlink Gateway 3

TIPS FOR YOUR COMFORT AND SAFETY 3

Don't cradle the handset! 3
Protect your hearing 3

CUSTOMIZING YOUR PHONE 4

Ringer Control 4
Handset Receiver Volume Control 4
Speaker Volume Control 4
Display Contrast Control 4
Feature Keys 5
Language Change 5

MAKING AND ANSWERING CALLS 6

Make a call 6
Answer a call 6
Redial 6
Redial - Saved Number 6
Phonebook 7
Speed Call Keys 8
Speed Call - Personal 9
Handsfree Operation 10
On-Hook Dialing 10
Auto-Answer 11

CALL HANDLING 11

Hold 11
Transfer 12
Conference 12
Conference Split 12
Add Held 13
Swap 13
Call Forward 14
Call Forward - Remote 15
Call Forward - End Chaining 15
Call Forward - Forced 16
Call Forward - Override 16
Messaging - Advisory 16
Messaging - Callback 17
Messaging - Cancel Callback 18
Messaging - Cancel All Callbacks 18

USING ADVANCED FEATURES 19

Account Codes 19
Call Park 19
Call Pickup 19
Campon 20
Do Not Disturb 20
Override 20
Paging 21
Direct Paging 21
Reminder 22
Music 22
Group Paging / Meet Me Answer 23
Trunk Flash 23
Record a Call 24

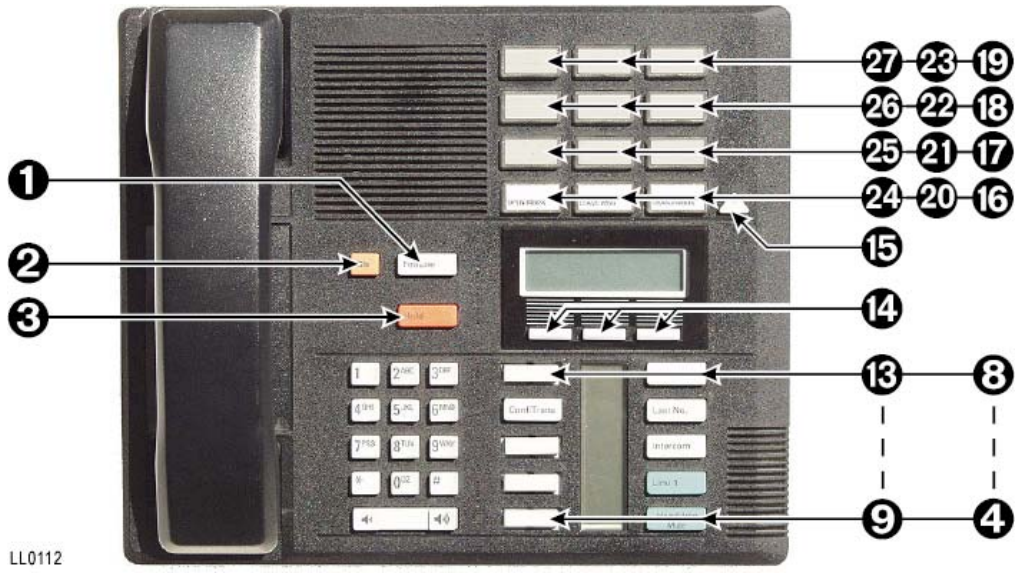
ABOUT YOUR PHONE

The Mitel Networks 3300 CITELlink Gateway allows your Nortel Networks™ Norstar phone to work on a Mitel Networks 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your M7310 phone has 13 fixed-function keys (**SUPERKEY, TRANS/CONF, REDIAL, MESSAGE, HOLD, CANCEL, SPEAKER, UP ARROW, DOWN ARROW,** ,) and 14 personal keys. Personal key 21 (see *Phone Buttons*) is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys (for example, Swap). You can program feature keys from your phone. The administrator can also program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

Your phone also features display-assisted selection of features and on-hook dialing.



Phone buttons

Button Number	Description
1	Superkey
2	Cancel
3	Hold
4	Speaker
5	Prime Line
6-11	Personal Keys with indicators
12	Transfer/Conference
13	Message
14	Softkeys
15, 23, 24	Unused
16-22	Personal Keys
25	Down Arrow
26	Up Arrow
27	Redial

Phone status indicators

When line is	the indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

Conventions

The following conventions are used in this user guide:

- Fixed-function keys are identified by bold uppercase letters (for example, **TRANS/CONF**).
- Softkeys are identified by bold letters and the word "softkey" (for example, "Press the **Yes** softkey.").
- Text that appears on the display is identified by double quotes (for example, "Language?").

Using Your Norstar Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your CITELlink Norstar phone now operates:

- You can program speed call numbers, personal keys as well as enable/disable features using **SUPERKEY**. To navigate through the menus, use the **YES** and **NO** softkeys.
- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message (including new voice mail messages), "Message" appears on the display, and the **MESSAGE** key indicator turns on.
- You do not need to select a line before dialing a number. See *On-hook Dialing* in the *Making and Answering Calls* section for more information.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or speaker. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press or .

To adjust the Ringer Pitch or Volume while the phone is idle:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press the **Yes** softkey.
4. To adjust the ringer pitch, press the **Yes** softkey. To adjust the ringer volume, press the **No** softkey, then the **Yes** softkey.
5. Press or until you hear the desired pitch/volume.
6. Press **SUPERKEY**.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press or .

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press or .

Display Contrast Control

To adjust the Display Contrast while your phone is idle:

- Press **UP ARROW** or **DOWN ARROW**.

Feature Keys

To display information about a key:

1. Press **SUPERKEY**.
2. Press a personal key or **REDIAL**.
3. Press **SUPERKEY**.

To re-program a personal key:

Note: Use the personal keys with indicators (see page 2) for features that need an indicator (such as Do Not Disturb or Call Forward).

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **No** softkey until the desired feature appears.
7. Press the **Yes** softkey.
8. Press **SUPERKEY**.

Language Change

To change the display language:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Language?" appears.
3. Press the **Yes** softkey.
4. Press the **Change** softkey.
5. Press the **No** until the desired language appears.
6. Press the **Yes** softkey.

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Dial the number,
   -OR-
   Press a Speed Call key.
   -OR-
   Press **REDIAL**.

Answer a call

- Lift the handset.
  -OR-
  Press the flashing Line appearance key and lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press **REDIAL**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Phonebook

For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press the digit 2 three times. Use the ⬅ softkey to correct errors. If the next letter in a name is on the same key as the previous letter, press the ➡ softkey before proceeding. If required, use the ➡ softkey to add a space between the first and last name.

To use Phonebook:

1. Press the **Phonebook** softkey.
2. Enter the name of the desired party using the keypad.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If the name is not unique, press the **Next** softkey.
6. Do one of the following:
   - To make the call, press the **Call** softkey.
   - To edit the entry, press the **Retry** softkey.
   - To exit, press **SUPERKEY**.

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

1. Press **SUPERKEY**.
2. Press a personal key that isn't a line key.
3. Press the **Change** softkey.
4. Press the **Yes** softkey.
5. Do one of the following:
   - To enter a new number, dial the number. Press **HOLD** between digits to create a pause during dialing; press **HOLD** more than once to lengthen the pause.
   - To enter a trunk flash, press **TRANS/CONF**. (See *Trunk Flash* for more information about the use of this feature.)
   - To enter the last number dialed, press **REDIAL**.
6. To make the number private, press the **Private** softkey.
7. Press the **Save** softkey.
8. Press **SUPERKEY** to exit, or select another personal key to program another speed dial number.

Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored (press **Hold** between digits to create a pause during dialing - press **Hold** more than once to lengthen the pause).
5. Hang up.

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

Handsfree Operation

To use Handsfree Operation to make calls:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Communicate by using the speaker and the microphone.

To use Handsfree Operation to answer calls:

1. Press the flashing line key.
2. Communicate by using the speaker and the microphone.

To hang up while using Handsfree Operation:

- Press **CANCEL**.

To temporarily disable the microphone during Handsfree Operation:

- Press **SPEAKER** (the SPEAKER indicator turns off).

To re-enable the microphone and return to the conversation:

- Press **SPEAKER** (the SPEAKER indicator turns on).

To disable Handsfree Operation:

- Lift the handset.

To return to Handsfree Operation:

1. Press **SPEAKER**.
2. Hang up.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

Auto-Answer

To enable or disable Auto-Answer:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Auto Answer?" appears.
3. Do one of the following:
   - To enable Auto-Answer, press the **TurnOn** softkey.
   - To disable Auto-Answer, press the **TurnOff** softkey.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone.
  - OR -
  Lift the handset.

To terminate a call:

- Press **CANCEL**.
  -OR-
  Wait for the caller to hang up.

CALL HANDLING

Hold

To place a call on Hold:

- Press **Hold**.

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.
  -OR-
  Dial ****1** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press **CANCEL**.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

To return to the conference call:

- Press **TRANS/CONF**.

Add Held

To move a call on Hold to another line appearance:

1. Press an available line key.
2. Press the **Addheld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **Addheld** softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press the **Trade** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. B-Int redirects internal calls when your phone is busy, and B-Ext redirects external calls when your phone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired type of Call Forward appears (see above).
5. Press the **Review** softkey.
6. If a number is already programmed, press the **Change** softkey.
7. Press the **Program** softkey.
8. Dial the destination number.
9. Press the **Save** softkey.
0. Press **SUPERKEY**.

To turn Call Forward on and off (once it has been programmed):

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired type of Call Forward appears.
5. Press the **Review** softkey.
6. Press the **Change** softkey.
7. Do one of the following:
   - To turn Call Forward on, press the **TurnOn** softkey.
   - To turn Call Forward off, press the **TurnOff** softkey.
8. Press **SUPERKEY**.

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until "I Am Here" appears.
5. Press the **Yes** softkey.
6. Dial the extension of the remote station.
7. Press the **Save** softkey.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Review** softkey.
5. Press the **Change** softkey.
6. Press the **TurnOff** softkey.
7. Press **SUPERKEY**.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward** softkey.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the desired message appears.
5. Press the **TurnOn** softkey.

To turn Messaging - Advisory off:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Advisory Msgs?" appears.
3. Press the **Yes** softkey.
4. Press the **TurnOff** softkey.

Messaging - Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

- Press **MESSAGE** or the **Callback** softkey.

To respond to a message waiting condition on your phone:

1. Press **MESSAGE**.
2. If a password is required, dial your password and press the **Enter** softkey.
3. Press the **Yes** softkey. The caller information is displayed.
4. To display the time the message was sent, press the **More** softkey.
   - To display the number of the caller, press the **More** softkey twice.

5. Do one of the following:
   - To call the message sender, press the **Call** softkey.
   - To delete the message, press the **Erase** softkey.
   - To view the next message, press **MESSAGE**.

To answer a Callback:

- Lift the handset.

To check for messages from a remote station:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Remote Msging?" appears.
3. Press the **Yes** softkey.
4. Dial your extension number.
5. Press the **Enter** softkey.
6. If a password is required, enter your password and press the **Enter** softkey.
7. Press the **Yes** softkey.

To set, change, or clear a password (up to 7 digits, not including 0):

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Set Password?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
   - To enter a new password, enter your password.
   - To change or clear your password, enter your current password.
5. Press the **Enter** softkey.
6. If you are changing or clearing your password, do one of the following:
   - To change your password, enter your new password and press the **Enter** softkey.
   - To clear your password, enter **0**.
7. Enter your new password again.
8. If you are setting up or changing a password, press the **Enter** softkey.
9. Press **SUPERKEY**.

Messaging - Cancel Callback

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **SUPERKEY**.
2. Press the **Yes** softkey.
3. Dial the Account Code digits.
4. Press the **Save** softkey.
5. Do one of the following:
   - For a verified account code, press the **Yes** softkey.
   - For a non-verified account code, press the **No** softkey.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press the **Pickup** softkey.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Press the **Wait** softkey.

To retrieve a call when you hear Campon tone:

- Press the **Trade** softkey.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.
  -OR-
- Press **SUPERKEY**.
- Press the **NO** softkey until "Do Not Disturb" appears.
- Do one of the following:
  - Press **TurnOn** to activate Do Not Disturb.
  - Press **TurnOff** to deactivate Do Not Disturb.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which **Do Not Disturb** is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with **Do Not Disturb** activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Press the **Intrude** feature key.

Paging

To use Paging:

1. Lift handset.
2. Press the **Pager** feature key.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

To page a party:

1. Lift the handset.
2. Press the **Direct Paging** feature key.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your phone and you receive a Direct Page while your phone is idle, or while you are on a handset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your phone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.
  - OR -
  Press **SPEAKER**.

To answer a page while using the handset:

- Press **SPEAKER**.

To enable or disable Handsfree Answerback:

- Press **SPEAKER** while the phone is idle.

Reminder

To program a Reminder:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
   - To change the Reminder, press the **Change** softkey, enter the new time, and press the **Save** softkey.
   - To cancel the Reminder, press the **Clear** softkey.
   - To exit without canceling the Reminder, press **SUPERKEY**.

To acknowledge a Reminder when your phone rings once:

- Press the **Confirm** softkey.

Music

To turn Music on and off when the phone is idle:

1. Press **SUPERKEY**.
2. Press the **No** softkey until "Music?" appears.
3. Do one of the following:
   - To turn the music on, press the **TurnOn** softkey.
   - To turn the music off, press the **TurnOff** softkey.

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press the **Direct Page** feature key or dial ***37**.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **TRANS/CONF**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Record a Call

This feature uses your voice mail system to record your phone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a two-party call:

- Press the **Record Call** feature key. (See *Feature Keys* for instructions on programming a **Record Call** key to your phone.)

Note: Your system may be programmed to automatically begin recording external calls when you or the other answers.

To pause recording:

- Press the **Pause** softkey.

To resume recording after pausing:

- Press the **Resume** softkey.

To stop a recording without saving it:

- Press the **Stop&Erase** softkey.

To stop and save a recording:

- Press the **Stop&Save** softkey.
- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing **TRANS/CONF** or a **DSS** key, may also save the recording.

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.

®,™ Trademark of Mitel Networks Corporation
© Copyright 2003, Mitel Networks Corporation
All rights reserved